

Amendment to the Claims:

The following listing of claims replaces all previous versions and listings of claims:

1. (Currently amended) A method of providing a disciplined approach for conducting business management activities, the method comprising:

developing an activity list of tasks and behaviors that relate to an identified opportunity;

performing a time study of observable behaviors associated with ~~said~~the activity;

collecting data resulting from ~~said~~the time study;

~~and collecting data resulting from performance of work activities;~~

identifying issues presented as a result of the ~~analyzing said data~~;

generating and implementing a roadmap for resolving ~~said~~the issues;

training individuals affected by ~~said~~the roadmap in accordance with action items contained in ~~said~~the roadmap; and

forecasting future resource requirements based upon reports generated as a result of ~~said~~the collecting data and identifying issues;

wherein generating a roadmap includes ranking individuals based upon observable behaviors conducted as an initial screening to identify training requirements and, wherein further, training the individuals includes linking a corresponding training program with the individuals in response to the initial screening.

2. (Original) The method of claim 1, further comprising updating a database of roadmaps based upon notification of a compliance resulting from an activity assessment.

3. (Currently amended) The method of claim 1, wherein ~~said~~ developing an activity list includes:

establishing goals and strategies for exploiting ~~said~~the opportunity;

documenting ~~said~~the goals and strategies; and

communicating ~~said~~the goals and strategies to affected individuals.

4. (Currently amended) The method of claim 3, further comprising using information in ~~said~~the activity list to develop an activity detail summary comprising:

documenting current workflow conditions and requirements;

identifying key volume indicators;

identifying activities and creating an activity list summary; and

identifying key measurement indicators.

5. (Currently amended) The method of claim 4, wherein ~~said~~the key volume indicators are derived by:

comparing like work units and validating differences between processes used in ~~said~~the like work units; and

establishing engineering service metrics and reasonable expectations resulting from ~~said~~the comparing like work units;

wherein ~~said~~the engineering service metrics include best demonstrated practices for activities conducted in ~~said~~the work units; and

wherein the key measurement indicators measure performance, service, quality, and effectiveness of work performed and quantify results into relevant measurements.

6. (Currently amended) The method of claim 1 ~~[[4]]~~, ~~wherein said key measurement indicators measure performance, service, quality, and effectiveness of work performed and quantify results into relevant measurements~~ wherein training the individuals further includes:

evaluating the individuals to determine current skill levels and skills flexibility, the skills flexibility identifying relative strengths and weaknesses within a team of individuals from a training standpoint; and

conducting a pre-training assessment to calibrate the skills of the individuals prior to training, and conducting a post-training assessment to measure the skills retained by the individuals after conducting the training;

wherein the pre-training assessment and the post-training assessment assess skills training needs for three skill areas, including:

basic skills that define basic foundational elements needed to perform a job;

fundamental skills that define an advanced set of skills desirable for optimally performing a job; and

advanced skill areas that define unique or special skills required to perform a job.

7. (Currently amended) The method of claim 1, wherein ~~said~~ performing a time study of observable behaviors further includes:

identifying behaviors to observe;

observing ~~said~~the behaviors;

determining statistical validity of observations;

defining metrics for ~~said~~the behaviors;

documenting ~~said~~the observations; and

identifying issues resulting from ~~said~~the observations.

8. (Currently amended) The method of claim 1, wherein ~~said~~the collecting resulting from performance of work activities includes:

generating a tally sheet of detailed work volumes; and

creating a daily schedule control using ~~said~~the tally sheet, ~~said~~the daily schedule control including:

productivity data;

percentage of overtime data;

earned hours; and

lost time.

9. (Currently amended) A storage medium encoded with machine-readable computer program code for providing a disciplined approach for conducting business management activities, ~~said~~the storage medium including instructions for causing a server to implement a method, comprising:

developing an activity list of tasks and behaviors that relate to an identified opportunity;

performing a time study of observable behaviors associated with ~~said~~the activity;

collecting data resulting from ~~said~~the time study and;

~~collecting data resulting~~ from performance of work activities;

identifying issues presented as a result of the analyzing ~~said~~ data;

generating and implementing a roadmap for resolving ~~said~~the issues;

training individuals affected by ~~said~~the roadmap in accordance with action items contained in ~~said~~the roadmap; and

forecasting future resource requirements based upon reports generated as a result of ~~said~~the collecting data and identifying issues;

wherein generating a roadmap includes ranking individuals based upon observable behaviors conducted as an initial screening to identify training requirements and, wherein further, training the individuals includes linking a corresponding training program with the individuals in response to the initial screening.

10. (Currently amended) The storage medium of claim 9, further comprising instructions for causing ~~said~~the server to implement:

updating a database of roadmaps based upon notification of a compliance resulting from an activity assessment.

11. (Currently amended) The storage medium of claim 9, wherein ~~said~~ developing an activity list includes:

establishing goals and strategies for exploiting ~~said~~the opportunity;

documenting ~~said~~the goals and strategies; and

communicating ~~said~~the goals and strategies to affected individuals.

12. (Currently amended) The storage medium of claim 11, further comprising instructions for causing ~~said~~the server to implement:

using information ~~said~~ in the activity list to develop an activity detail summary comprising:

documenting current workflow conditions and requirements;

identifying key volume indicators;

identifying activities and creating an activity list summary; and

identifying key measurement indicators.

13. (Currently amended) The storage medium of claim 12, wherein ~~said~~the key volume indicators are derived by:

comparing like work units and validating differences between processes used in ~~said~~the like work units; and

establishing engineering service metrics and reasonable expectations resulting from ~~said~~the comparing like work units;

wherein ~~said~~the engineering service metrics include best demonstrated practices for activities conducted in ~~said~~the work units; and

wherein the key measurement indicators measure performance, service, quality, and effectiveness of work performed and quantify results into relevant measurements.

14. (Currently amended) The storage medium of claim 9 ~~[[12]]~~, wherein ~~said key measurement indicators measure performance, service, quality, and effectiveness of work performed and quantify results into relevant measurements~~training the individuals further includes:

evaluating the individuals to determine current skill levels and skills flexibility, the skills flexibility identifying relative strengths and weaknesses within a team of individuals from a training standpoint; and

conducting a pre-training assessment to calibrate the skills of the individuals prior to training, and conducting a post-training assessment to measure the skills retained by the individuals after conducting the training;

wherein the pre-training assessment and the post-training assessment assess skills training needs for three skill areas, including:

basic skills that define basic foundational elements needed to perform a job;

fundamental skills that define an advanced set of skills desirable for optimally performing a job; and

advanced skill areas that define unique or special skills required to perform a job.

15. (Currently amended) The storage medium of claim 9, wherein ~~said~~the performing a time study of observable behaviors further includes:

identifying behaviors to observe;

observing ~~said~~the behaviors;

determining statistical validity of observations;

defining metrics for ~~said~~the behaviors;

documenting ~~said~~the observations; and

identifying issues resulting from ~~said~~the observations.

16. (Currently amended) The storage medium of claim 9, wherein ~~said~~the collecting resulting from performance of work activities includes:

generating a tally sheet of detailed work volumes; and

creating a daily schedule control using ~~said~~the tally sheet, ~~said~~the daily schedule control including:

productivity data;

percentage of overtime data;

earned hours; and

lost time.

17. (Currently amended) A system for providing a disciplined approach for conducting business management activities, comprising:

a server;

a business management system executing on ~~said~~the server, ~~said~~the business management system implementing a method, comprising: ~~including a business management system model comprising:~~

_____ a plan phase component;

_____ an execute phase component;

_____ a report phase component;

_____ a follow-up component;

_____ a coach/train component;

_____ a forecast component; and

~~_____ a sustain component;~~

~~_____ wherein said business management system performs:~~

~~developing an activity list of tasks and behaviors that relate to an identified opportunity-via said plan phase component;~~

~~performing a time study of observable behaviors associated with saidthe activity-via said execute phase component;~~

~~collecting data resulting from saidthe time study-via said execute phase component and;~~

~~collecting data resulting from performance of work activities-via said execute component;~~

~~identifying issues presented as a result of the analyzing-said data via said report phase component;~~

~~generating and implementing a roadmap for resolving saidthe issues-via said follow-up component;~~

~~training individuals affected by saidthe roadmap in accordance with action items contained in saidthe roadmap-via said coach/train component; and~~

~~forecasting future resource requirements based upon reports generated as a result of saidthe collecting data and identifying issues-via said forecast component;~~

wherein generating a roadmap includes ranking individuals based upon observable behaviors conducted as an initial screening to identify training requirements and, wherein further, training the individuals includes linking a corresponding training program with the individuals in response to the initial screening.

18. (New) The system of claim 17, wherein developing an activity list includes:

establishing goals and strategies for exploiting the opportunity;

documenting the goals and strategies; and

communicating the goals and strategies to affected individuals, the method further comprising:

using information in the activity list to develop an activity detail summary comprising:

documenting current workflow conditions and requirements;

identifying key volume indicators;

identifying activities and creating an activity list summary; and

identifying key measurement indicators.

19. (New) The system of claim 18, wherein the key volume indicators are derived by:

comparing like work units and validating differences between processes used in the like work units; and

establishing engineering service metrics and reasonable expectations resulting from the comparing like work units;

wherein the engineering service metrics include best demonstrated practices for activities conducted in the work units; and

wherein the key measurement indicators measure performance, service, quality, and effectiveness of work performed and quantify results into relevant measurements.

20. (New) The system of claim 17, wherein training the individuals further includes:

evaluating the individuals to determine current skill levels and skills flexibility, the skills flexibility identifying relative strengths and weaknesses within a team of individuals from a training standpoint; and

conducting a pre-training assessment to calibrate the skills of the individuals prior to training, and conducting a post-training assessment to measure the skills retained by the individuals after conducting the training;

wherein the pre-training assessment and the post-training assessment assess skills training needs for three skill areas, including:

basic skills that define basic foundational elements needed to perform a job;

fundamental skills that define an advanced set of skills desirable for optimally performing a job; and

advanced skill areas that define unique or special skills required to perform a job.